

# COMMUNITY ACTION VOICE



A Quarterly Publication of the Community Action Partnership of San Bernardino County

## Community Spotlight

### CAPSBC helps rebuild lives after disaster

By Dora Mejia

In October of 2003, many residents of San Bernardino County endured one of the California's worst disasters. A fire raging for days left thousands of families homeless, scared, and confused. Scenes of the intense mountain fires could be seen from every location of the city and flying ashes were enough to make everyone worry. Concern grew as the fires continued to burn, days grew into weeks; residents worried about whether their properties would still be standing by the end of the tragedy. Multiple shelters were opened to house the families who were stranded away from their homes. The County of San Bernardino had officially



survived one of the most heartbreaking weeks in its history. But after the rain came the rainbow and the city is now ready to move forward. It should come as no surprise that the Community Action Partnership of San Bernardino

County offered its services and its staff, to the hundreds of fire victims at the shelter. Its Family Development Program set up a service booth at the Emergency Fire Local Assistance Center (EFLAC) located inside the Norton Airport Hanger. EFLAC was established as a one-stop help center for fire victims to obtain aid. Victims of the fire were

(Continued on page 7)

### The Barstow Homeless Care Faire is not over; It's just the beginning

By Naomi Norman

Two weeks after the Barstow Care Faire, I was shopping at Wal-Mart when an elderly man walked up to me, shook my hand and said, "Thank you for the homeless care faire." He said he remembered me as one of the organizers, and then he started telling me the story of his life. Homeless for the last two years and living at Desert Manna, a homeless shelter in Barstow, he had many questions about Social Security benefits. He said one of his main reasons for attending the care faire was to apply for Social Security. Knowing he was of the required age to apply for benefits, I set an appointment for him at

the local office in Barstow to help him get his claim started. Today all of his paper work is complete and he is eagerly awaiting his first check. The gentleman was so excited about being able to take a shower, have his hair cut, and find some needed clothing, personal hygiene items, and so many other items that he needed.

As I stood listening to this sweet, soft-spoken old man, amidst people busily shopping, I thought how blessed I am to have my job as Program Specialist for the CAPSBC, and to be able to touch the lives of many people. The Barstow Care

(Continued on page 7)

### Inside this issue:

Community Spotlight	1
Fire Disaster Story	
Homeless Care Faire	
Message from the Director	2
Message from the Board	2
Agency Highlights	3
Program Services Updates	4-6
Strategic Planning	6
Employee of The Quarter	7
Tidbits	7

### Quotes

"I have learned that success is to be measured, not so much by the position that one has reached in life, as by the obstacles which he has overcome while trying to succeed."  
--Booker T. Washington

"What lies behind us and what lies before us are tiny matters compared to what lies within us."  
-- Ralph Waldo Emerson

"The greatest discovery of our generation is that human beings can alter their lives by altering their attitudes of mind. As you think, so shall you be."  
--William James

"Helping People Help Themselves"



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## Message from the Director

*"Congratulations to all CAAs on their celebration of 40 years of service to the poor!"*

**-Patricia L. Nickols**



In January 1964, President Lyndon B. Johnson declared an "Unconditional War on Poverty" in his first State of the Nation Address. President Johnson also signed the Economic Opportunity Act creating Community Action Agencies across the United States. In his proposal declaring the "War on Poverty," he wrote "Because it is right, Because it is wise. Because for the first time in history, it is possible to conquer poverty".

Forty years later, poverty still exists. According to the 2000 U.S. Census, San Bernardino County's poverty population increased by 50.8% from the 1990 Census. This represents 263,417 individuals living below the poverty level with an annual income of \$9,310 or less.

Although Community Action Partnership of San Bernardino County (CAPSBC) is one year short of celebrating its 40th anniversary, we have witnessed countless success stories that resulted from our job training, family development, education and energy conservation/weatherization programs. We have provided emergency assistance during times of needs. We continue to provide services to over 800,000 low-income families, individuals, homeless, elderly and disadvantaged residents of San Bernardino County.

In the face of these successes, there is still a great deal of work to be done. We need high impact programs that will move people out of poverty and homelessness to self-sufficiency. We need to forge new partnerships and strengthen existing ones, we need to advocate for more resources and funding, and more importantly, we need to renew and reenergize our commitment to the "Promise of Community Action".

For the 40th year of Community Action Partnership, a major national rally titled, "No Room for Poverty" is scheduled for September 4, 2004. Members of the Community Action network and supporters will gather on the Ellipse in Washington DC for the celebration. The rally aims to tell the nation that there's "no room for poverty" in this country and that we must all work together to eradicate the factors that cause poverty.

We, at CAPSBC, are committed to finding solutions and addressing poverty. We support this celebration not only in the national level but in the local level as well. We want to be part of the history in the making.

## Message from the Board Chair

*"I wish to thank each of you for your dedicated service to those less fortunate in our community."*

**-Michael J. Gallo**



The year 2003 has brought many exciting opportunities to the Community Action Partnership of San Bernardino County (CAPSBC).

After a long and sometimes tedious process, CAPSBC has transitioned to a private non-profit benefit public corporation with a 501(c)3 status, while retaining the "Community Action Agency" designation for San Bernardino County by the State of California. We are one of the 1,000 Community Action Agencies nationwide dedicated to assisting low-income individuals and families to become stable and self-reliant. This transition, a bold but nonetheless a necessary move, will enable us to provide more services and gain access to a wider range of funding sources than was possible under our prior organizational structure. With this change, we will also have a new structure of the Board that will include the participation of elected officials. Congratulations to the CAPSBC management team and staff for handling this transition with professionalism, efficiency and persistence.

CAPSBC started 2004 with another milestone. For the first time in over 30 years, CAPSBC is embarking on the Strategic Planning process that will provide direction to the agency for the next five years. Over the next few months, we will be gathering valuable input from our staff, our clients and our stakeholders. Because our County has such rich geographic, ethnic and cultural diversity, we will utilize a variety of strategies for reaching out to the community.

The Strategic Plan will help us prioritize and maximize our resources to achieve optimal results based on impact and outcomes. The Plan will also provide guidance for targeting other community needs and identifying additional funding sources. The Strategic Plan is not the end but the beginning of a new journey towards "achieving self-sufficiency" for the low-income residents of San Bernardino County.

On behalf of the Community Action Board, I wish to thank each of you for your dedicated service to those less fortunate in our community. You are the "heart" of the CAPSBC and I am proud to be associated with the CAPSBC family.



# Agency Highlights

## CAPSBC 2003 Accomplishments

One of the most exciting highlights of 2003 is CAPSBC's transition to a private non-profit public benefit corporation with a 501(C)3 status. Following are some important events and accomplishments that the agency undertook:

- **January 25, 2003:** Hosted the first annual High Desert Homeless Care Faire at Barstow College. Served 609 clients from Victorville, Apple Valley, Barstow, Newberry Springs, Dagget, Hinkley, and other areas of the High Desert.
- **March 12 - 14, 2003:** Nutrition staff visited agencies in Fresno and Santa Barbara to observe their frozen meal program, to implement a pilot program in San Bernardino County.
- **March 26, 2003:** The Homeless Coalition hosted the 5th annual Homeless Conference, "Restoring Dignity and Hope for the Homeless" at the Ontario Hilton Hotel. Approximately 275 attended.
- **March 28, 2003:** Hosted a "job shadowing" day for children involved in the mentoring program. Approximately 15 children were paired with CSD staff for the day to observe and ask questions about their work and about CSD.
- **April 1, 2003:** The Board of Supervisors approved the final segment to CSD's transition from the County.
- **May 14, 2003:** Participated in the national "Rally Against Poverty" in recognition of National Community Action Month.
- **July 1, 2003:** CSD is officially recognized as a separate corporation from the County.
- **July 1, 2003:** The Nutrition for Seniors program implemented the frozen meals pilot program in the East Valley
- **July 14, 2003:** Filed amended Articles of Incorporation with the Secretary of State, changing the agency name to "Community Action Partnership of San Bernardino County."
- **July 14, 2003:** Released the San Bernardino County 2003 Homeless Census and Survey, San Bernardino County's first comprehensive study on homelessness, held at the County Government Center.
- **July 14, 2003:** Submitted the tenth consecutive application for homeless assistance funding for San Bernardino County through the annual HUD "Super NoFA," including a proposal for a Homeless Management Information System (HMIS) for San Bernardino County.
- **August 8, 2003:** The Secretary of State officially recognized CSD's name change to Community Action Partnership of San Bernardino County.
- **August 26 - 29, 2003:** CAPSBC staff and board members attended the annual National Community Action Partnership conference in Anaheim.
- **August 2003:** CAPSBC Summer Camp sponsored 67 children to summer camp at Camp Nawakwa.
- **September 25, 2003:** Convened the first "Next Steps" meeting in follow up to the 2003 Homeless Census and Survey.
- **September 2003:** Community Action Partnerships of San Bernardino and Riverside Counties received a grant of \$300,000 from the Department of Health and Human Services, Administration for Children and Families, Office of Community Services to operate a collaborative project for Individual Development Accounts (IDA's).
- **October 2003:** CAPSBC established a service booth in the emergency assistance centers to assist fire victims. Received CSBG disaster funds in the amount of \$200,000 from the State Department of Community Services and Development. Received \$5,000 from Fannie Mae Foundation for Fire Assistance Fund.
- **October 2003:** Secured a 21,000 square foot temporary storage warehouse to consolidate all of its outside storage units and bring all inventory for Weatherization, the Appliance Program, and CSBG under one roof.
- **October 22, 2003:** Convened the second "Next Steps" meeting for the homeless census. Approximately 55 persons attended and five subcommittees were formed in preparation of developing a strategic plan to end chronic homelessness in San Bernardino County within 10 years.
- **November 6, 2003:** Met with Mayor Judith Valles, City staff, and City Council members regarding the issue of homelessness in San Bernardino.
- **November 12, 2003:** Held the sixth annual Homeless Care Faire at the GENTS Hall in San Bernardino serving a total of 1,927 clients.
- **November 2003:** Distributed 4,802 Thanksgiving food baskets, through the Food Bank and numerous community-based organizations.
- **December 11, 2003:** Hosted a Christmas party for approximately 294 low-income children in Victorville, serving the High Desert.
- **December 18, 2003:** Hosted a Christmas party for approximately 500 low-income children at Gents Hall in San Bernardino, serving the San Bernardino Valley portion of the County.
- **December 19, 2003:** CAPSBC secured approximately \$1,323,000 from HUD on behalf of San Bernardino County HUD to continue operating eight homeless projects countywide.
- **December 2003:** Distributed 5,082 Christmas food baskets through the Food Bank and numerous community-based organizations.

### Others

- Over 40 articles in local newspapers regarding CAPSBC's programs and events.
- Employees gave over \$16,000 to the United Way Campaign.
- Weatherization program continued to be one of the top performers in the State of California.



# Program Services Updates

## Providing Nutritious Meals for the Seniors

By Phyllis Muñoz

The Nutrition for Seniors Program started the first quarter of 2004 with very exciting and challenging activities. In addition to serving 661 meals daily at 12 congregate sites, the program also delivers 1,060 meals daily through the 28 Meals on Wheels routes in San Bernardino County. The NFS Program submitted a proposal to the HSS to continue operating our senior nutrition program for FY 2004/2005. Staff worked closely and diligently with other CAPSBC key staff throughout this process. Recently, the Casa Ramona Site where the NFS Program operated its nutrition program for approximately 30 years was moved to the Home of the Neighborly Service. This brought much gratification because the senior nutrition

center will now operate out of one building and the projected increase of senior meals due to the accessibility of the new location to new seniors. In the first month of operation at the Home, the senior meal count and daily donations have increased substantially. Assessment and brainstorming



Senior couple eating at our new nutrition site

are being held regarding the change in the frozen meal program from a single compartment tray to a 3-compartment tray. Along with the new trays the home-bound seniors will receive pudding, jello, green salads, canned fruit, cookies, cake and fresh fruits. With these changes, we are anticipating to call back seniors who have cancelled their meals due to single compartment trays. If they return, our meal count will increase prior to the end of our current contract. The NFS Program hopes that the increase in the number of seniors being served continues and will spread to the other sites.♥

## Reaching Out to the "Hard-to-Reach"

By Rita Colton

CAPSBC puts its wheels in action to travel to those remote areas in San Bernardino County throughout the year. The Weatherization van gets loaded with staff, forms and paraphernalia to travel up to a 400-mile distance to such desert areas as Barstow, Yermo, Red Mountain, Hinkley, Trona, Big Bear Lake, Needles, and let's not forget the Chemehuevi Indian Reservation. CASPBC staff performs all of this to offer eligible low-income clients vital utility and weatherization assistance through such programs as the Home Energy Assistance Program (HEAP), the CARE program, which offers a 20% discount on monthly energy bills, and referrals to other energy-saving services available through the Energy Conservation/Weatherization Program.

Five years ago, when staff started reaching out to these areas not too many households knew about "HEAP," but now everywhere

staff visits you can often hear a voice saying "The HEAP Crew" is here. For the first quarter of 2004, over 350 elderly, disabled and low-income families were screened and provided assistance to lower the cost of their utility bills.

The HEAP Program has accumulated thousands of life experiences from happy clients ranging from the west end of San Bernardino County all the way to the "hot spots" of Needles. Approximately, two years ago staff was caught in a snowstorm that trapped the van in three feet of snow during a workshop in Big Bear forcing them to find immediate shelter. Another remote area visited is the Chemehuevi Indian Reservation, for which you have to take what is known as the "nine mile road" to get there. Here is where Native Americans meet with HEAP staff to assess their needs. Many households in this community have received utility assis-

tance, CARE discounts, and have participated in the Southern California Edison Refrigerator Exchange Program.

In summary, a picture is really worth a thousand words! In reflecting back over the numerous trips, the happiness and hope radiated on our clients' faces over the miles and miles traveled could be defined in a collage of pictures. HEAP has now become a synonym for hope to these economically disadvantaged residents. ♥



Trona resident assisted with HEAP

## Our Clients Success Is Our Success

By Ray Shaw

The Food Stamp Employment and Training (FSET) Program has been assisting Able Bodied Adults Without Dependents (ABAWDs) to become self-sufficient, contributing members of society since 1997. We continue to enable our clients to attain success through our various training programs.

Our newly created job readiness work-

shop provides our clients the opportunity to learn skills in job searching, resume writing and interviewing. The participant attends a one-hour workshop as part of the orientation process. Several clients have informed us that they have gained employment practicing many of the skills they learned in the workshop. One client named Esther who has served at one of

our Victorville sites for several months is now working full time for the K-Mart warehouse. Another client, Clark, is now working full time with a local construction company.

Each month approximately twenty of our clients complete the food handlers class through San Bernardino Valley College in

(Continued on page 5)



which they earn a food handlers certificate. With this certificate a number of our clients have obtained employment in local restaurants and other food service industry locations. Many of our local service organizations and CAPSBC programs such as Meals on Wheels and Nutrition for Seniors benefit when clients performing workfare duties at their sites are able to assist with the handling of food.

Another class offered through San Bernardino Valley College in which we enroll many of our clients is the ware-

house and forklift class. After completion of the six-week course, participants receive a certificate of completion and a forklift-operating certificate. Angel, a 19-year-old client who entered the FSET program without much optimism for the future completed the warehouse class on March 19. He has perfect attendance and the class instructors will be assisting him in finding employment at one of the local warehouses.

The FSET program has assisted numerous clients toward their goal of self-sufficiency. We see each of our clients as



*FSET Clients in Warehouse Class*

tential success and we look forward to telling many more of their success stories in the future.♥

## The Little Food Bank That Could

*By Herman Peña*

Food purchases, donations, receiving, storing and distributing nutritious food to keep our needy county residents from hunger and malnutrition, is the main goal of the Community Action Partnership of San Bernardino County Food Bank. But we not only serve hungry individuals, we also partner with a large network of non-profit charitable organizations to advocate for improved systems, methods and procedures that will benefit our low income community.

Since its establishment in 1984, the Food Bank has grown to serve over 22,500 families per month and provide enough food to twenty (20) soup kitchens that serve over 1,600 congregate meals daily. It takes a lot of coordination and careful planning to maintain a steady and reliable supply of food for the soup kitchens

and food distribution sites. Volunteers are critical to our countywide food distribution network. It is through their giving spirit that we maintain our operation.



*Unloading pallets of food for distribution*

Every year over 58,000 volunteer hours with an estimated value of \$400,000 benefit the Food Bank and the people we serve.

Most of our volunteers are retired seniors who want to help those in need. For the past ten years, Fannie Lang Sanders and her husband John, both in their senior years, have been volunteering (as a team) as site coordinators for two of our largest distribution sites: the Boys and Girls Club and the Rudy Hernandez Community Center in San Bernardino. "I know there's a need for somebody to feed the hungry," said Fannie. "Being able to help people is a blessing...it's like a ministry for us."

Fannie and John are just a few of our volunteers. Because of their unselfish voluntary efforts, they have distributed over 1½ million pounds of food to over 80,000 households! We thank you Fannie and John and we thank all our volunteers!♥

## Providing a New Beginning

*By Dora Mejia*

The beginning of 2004 brought about many exciting new projects for the Family Development Program. Through collaboration with San Bernardino Valley College and FSET, ten case managed clients have started a training course in warehousing. The project began in February 2004, and has now allowed clients to gain an introduction to warehousing opera-

tions, safety precautions, warehousing software, and a forklift certification. Students are attending class five days a week, four hours a day, and if school was not demanding enough, there are four students whose attendance has been nothing but perfect. This collaboration has not only allowed clients to expand their knowledge in warehousing, but has made it capable for some of them to find employment beyond graduation. This project also provides leads on job openings that require their newly acquired skills. This is the second session of the warehousing course and all ten case-managed clients are expected to graduate in March 2004! Family Development has also been active in this year's income tax preparation. A collaborative effort between Community Action Partnership,

Transitional Assistance Department, Pre-school Services and the Internal Revenue Services (IRS), has made it possible for low-income persons to participate in the VITA (Volunteer Income Tax Assistance) Program. The VITA program offers FREE tax preparation for persons earning less than 35,000 per year. The IRS provides an intense one-week training for all VITA volunteers.

VITA sites are generally located at community and neighborhood centers, libraries, schools, shopping malls and other convenient locations. CAPSBC is excited to provide assistance this great cause to help our low-income clients. The VITA program has assisted 23 clients since its start in February 2004.♥



*Warehouse Class Group*



## Assisting the Homeless

By Naomi Norman



*Dental screenings were conducted for children and adults*

CAPSBC, through the Homeless Coalition, sponsored the Second Annual Homeless Care Faire in the City of Barstow on January 31, 2004, providing services to more than 500 men, women, and children. Services ranged from basic needs such as food and clothing, to comprehensive services such as eye exams and eyeglasses, dental services, and haircuts. We would like to thank the City of Barstow, and all the County

departments, businesses, churches, community-based organizations, and volunteers who worked so hard to make this worthwhile event a success. CAPSBC would like to see services such as these provided to the homeless on a regular basis, rather than just once a year, and plans to work with key agencies to develop a collaborative project for this purpose.

At the request of Community Action Partnership, Mayor Judith Valles hosted a Mayors' Summit on Homelessness on January 29, 2004 at her offices at City Hall. The mayors of five various cities attended the summit, along with a City Councilman from Redlands and representatives of the City of San Bernardino Economic Development Agency. They were all very supportive of the goals that CAPSBC hopes to accomplish through the "Next Steps" Homeless Task Force. We feel this is a very positive step in the development of a

comprehensive, permanent planning body to address the ongoing issue of homelessness in San Bernardino County. CAPSBC eagerly awaits the announcement of the 2004 HUD Super NoFa (Notice of Funding Availability). Once the NoFa is published, a half-day workshop will be held by CAPSBC to explain the requirements to apply for funding. This year we would like to be successful in capturing *all* of the funding that is allocated for San Bernardino County through this national competitive process.♥



*Shots and vaccinations were some of the services provided.*

## CAPSBC Strategic Planning: Providing a road map to the future

Strategic Planning helps an organization to be responsive to a dynamic, changing environment. It stresses the importance of making decisions that will ensure the organization's ability to successfully respond to changes in the environment. The CAPSBC Strategic Planning process is moving forward as scheduled. The process includes a variety of methods for soliciting input from our staff, our clients and our stakeholders.

To date, two important meetings have been conducted:

- ◆ Meeting with the Management Team to finalize the strategic planning process, scope of work, timeline desired outcomes, Needs and Opportunities Corps. and the composition of the Strategic Planning Advisory Committee (SPAC).
- ◆ Strategic Planning Advisory Committee Meeting to discuss SPAC's roles and responsibilities, SWOT (strengths, weaknesses, opportunities and threats) analysis, and assistance in gathering community input through the Needs and Opportunities Corps. SPAC is comprised of 25-members representing CAPSBC Board members and staff, public and private agencies, faith-based and community-based organizations, business and education sectors.

Currently, the consultants are conducting telephone interviews to twenty identified stakeholders to elicit their perceptions and understanding of CAPSBC, its mission, programs and strategic opportunities. Simultaneously, a listing of volunteers and community partners is being finalized for the Needs and Opportunities Corps. training scheduled on April 14, 2004.

The next exciting activity is the Staff Values Opportunities Workshop. This activity will involve a cross-section of CAPSBC staff to discuss staff values, and SWOT analysis. Within the next weeks and months, gathering and compilation of community input will continue, a review of existing needs assessment and best practices will be analyzed and the various programs of CAPSBC will be assessed.

By the end of 2004, we would already have a clearer idea on what direction CAPSBC is going to take. We are very excited about this process and encouraged all staff to play an active role by monitoring its progress and offering suggestions.

For more information, please go to CAPSBC Templates/Strategic Planning or call Rowena Concepcion at (909) 891-3882.



*CAPSBC Staff signing in fire victims for assistance*

*(CAPSBC helps ... Continued from page 1)*

able to receive the necessary assistance from one central location without having to endure the further stress of traveling around town. To date, CAPSBC has assisted fire victims with approximately \$117,000 in services. Services ranging from food certificates, bus passes, gas cards, clothing gift cards, rental assistance, and motel assistance. To rebuild a life, a home, a past, is only the beginning for all of the victims involved. Still, if non-profit agencies such as Community Action Partnership keep assisting those in hardship, the process becomes hopeful and rewarding. ♥

*(The Barstow homeless care faire... Continued from page 1)*

Faire happened two months ago and we, the organizers, are still exhausted. But in our hearts we know that all the hard work was not wasted, but served as a tool for helping people toward a new beginning. In the gentleman's own words (and I quote), "I saw many smiles and heard many positive things as I walked away carrying my checkered bag filled with some of the things I need." ♥



*Care Faire participant walking away after receiving services*

## Employee of the Quarter

In almost 17 years of service with CAPSBC, Ellen served and supported every program of the Accounting Technician program, one of the largest programs of CAPSBC. Ellen works effectively with the program managers and helps them deal with challenges. She accomplishes her tasks in a timely manner, ensuring that the numbers are accurate and the expenses are justified. Ellen is always available to help anyone in need. She is very generous in sharing her knowledge and her time. Just like a teacher, she is very patient in explaining the process and requirements. The quality of work and customer service is very important to Ellen. You can always count on Ellen to deliver service with a smile to anyone who comes her way.



of service with Dattaray has supported every agency. As Lead Technician II, she currently works with the Weatherization program, one of the largest programs of CAPSBC. Ellen works effectively with the program managers and helps them deal with challenges. She accomplishes her tasks in a timely manner, ensuring that the numbers are accurate and the expenses are justified. Ellen is always available to help anyone in need. She is very generous in sharing her knowledge and her time. Just like a teacher, she is very patient in explaining the process and requirements. The quality of work and customer service is very important to Ellen. You can always count on Ellen to deliver service with a smile to anyone who comes her way.

**Congratulations and may we have more of your kind!**

## Tidbits

### Telephone Etiquette



Ever heard that saying "you only have one chance to make a first impression"? Here are some simple tips to create a positive impression through the telephone:

- ♦ Demonstrate phone courtesy. The tone and pitch of your voice can assure the caller that you are sincere, friendly and that you are listening.
- ♦ Smile while you answer the phone. Your customers will notice it and appreciate a pleasant atmosphere.
- ♦ Talk in low voice not too fast. It will portray an image of being helpful and in control.
- ♦ Use the caller's name as often as possible. It builds a relationship.
- ♦ Listen carefully. Listen as if you mean it. The greatest compliment to another person is listening to them.
- ♦ Tell the caller the name of the person he or she is being transferred to.
- ♦ Keep calm. Don't argue with unreasonable customers. Propose alternatives.
- ♦ Remember, clients call because they need help and we are here to help.



# Calendar of Events

## APRIL:

Apr. 16 — Bake sale / Penny drive  
Apr. 18 - 27 — Volunteer Recognition  
Apr. 20 — CAB Meeting  
Apr. 21 — Secretary's Day  
Apr. 21 — Provider Network Meeting

## MAY:

May 5 — Cultural Awareness  
May 18 — CAB Meeting  
May 31 — Memorial Day (Holiday)

## JUNE:

June 1 — Kickoff of Penny Drive  
June — Employee Morale  
Bar-B-Que  
June 15 — CAB Meeting  
June 24-25 — Cal/Neva Membership Meeting

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Published quarterly by:

Community Action Partnership of San Bernardino County  
686 East Mill Street  
San Bernardino, California 92415  
(909) 891-3863

Executive Director:  
*Patricia L. Nickols*

## Editorial Team:

*Charles Adams, Jr. , Dora Mejia, Herman Peña, Ingrid Green,  
Janette Hazelton, Naomi Norman, Phyllis Munoz, Ray Shaw,  
Rowena Concepcion & Yahara Quezada*



Community Action Partnership  
of San Bernardino County

686 East Mill Street  
San Bernardino, California 92415-0610  
[www.sbcounty.gov/capsbc](http://www.sbcounty.gov/capsbc)

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## The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, Improves communities, and makes America a better place to live.  
We care about the entire community, and we are dedicated to helping people help themselves and each other.